



4-27-04

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Attorney's Docket No. 00772

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Fain et al.

Art Unit: 2642

Serial No.: 09/894,359

Filed: June 28, 2001

SYSTEM AND METHOD FOR
PROVIDING A CALL BACK OPTION
FOR CALLERS TO A CALL CENTER

#9
smc
5/4/04

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Pittsburgh, Pennsylvania 15222
April 26, 2004

Commissioner for Patents
Box 1450
Alexandria, VA 22313-1450

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Technology Center 2000

Sir:

Applicants, in accordance with their duty of disclosure pursuant to 37 C.F.R. § 1.56,
hereby advise the United States Patent and Trademark Office of the reference listed on the
accompanying form PTO/SB/08A Information Disclosure Statement.

04/28/2004 FMEK11 00000098 09894359

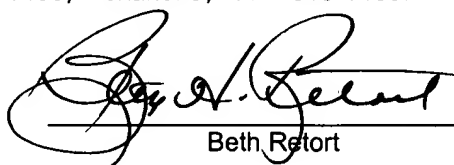
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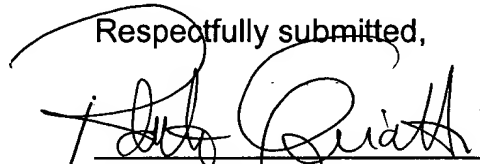
I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail
Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the
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Beth Refort

Applicants note that although the cited reference may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this Information Disclosure Statement "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Applicants respectfully submit that this Supplemental Information Disclosure Statement shall be considered by the Office under 37 C.F.R. § 1.97(d) because it is being submitted after the period specified in 37 C.F.R. § 1.97(c) and before the payment of the issue fee and is accompanied by the requisite fee as set forth in 37 C.F.R. § 1.17(p).

Respectfully submitted,



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